



NAGS 30th Annual Conference

"From Responsibility To Accountability:
Putting Principles Into Action"

Abstract Book

Session: Thursday 1530 – 1700: Concurrent Session 4C

Title: Responsible gambling technology

Author: Jabez Allies

Abstract

Aristocrat is developing new responsible gaming technology and creating advances in player empowerment and informed choice. Launched in 2021, Flexiplay is a suite of new options that help players manage their spend and time on gaming machines. Also recently developed are a series of animation videos to help players better understand how gaming machines work.

Flexiplay, together with the player information videos, provide a holistic responsible gameplay toolkit for venues. The videos educate players on how gaming machines work, assisting them to make informed choices, and Flexiplay provides them the tools to manage their gameplay responsibly.

Flexiplay precedes additional responsible gaming innovations that will come through with the introduction of digital wallet technology, which will maximise the number of players with access to gambling management tools. And Flexiplay follows Aristocrat's pre-commitment functionality that allows players to set spending limits.

As a big company, Aristocrat has big responsibilities, and promoting responsible gameplay is one of our most important obligations. Responsible gameplay is critical to our long-term sustainability, to meeting community expectations and for doing the right thing for our customers, players, shareholders and each other.

Biography of presenter

Jabez Allies has spent over 15 years developing and delivering responsible gaming policies, programs and research for the Victorian and NSW state governments. Today she drives the responsible gaming program at Aristocrat, one of the world's leading providers of gaming solutions, licensed in over 300 jurisdictions and operating in over 90 countries.

Session: Thursday: 1330 – 1500: Concurrent Session 3C

Title: Beyond the barrier: the use of facial recognition technology to investigate and detect problem gambling indicators at Christchurch Casino

Author: Tony Azouri

Abstract

Christchurch Casino is committed to ever-improving Host Responsibility, which includes investing in innovative technology to assist humans. Since introducing Facial Recognition Technology in 2017, we have continued to collaboratively develop its application to uses besides simply the detection of individuals but investigating and detecting potentially harmful gambling behaviours.

The use of someone's face to detect their presence or a particular behaviour means that we can intervene with any such individual, regardless of whether they are a loyalty card user or otherwise known to us. Alerts are received by Surveillance Operators, who will coordinate a response via either Host Responsibility or Security staff.

The system can be used to check whether an individual is already a person of interest using only their image. Additionally, a retrospective search function allows us to check how often a person was recently on site, particularly useful when investigating concerns received from a third-party or investigating unknown persons; remembering that some problem gamblers will attempt to conceal their behaviour, so membership and the use of a loyalty card cannot always be relied on as a complete record of a person's visitation.

Cognitec and Christchurch Casino have also developed alert functions for customers who have remained on site for extended periods, as well as those repeatedly visiting ATMs. These two well-understood indicators of problem gambling have traditionally proven challenging to monitor effectively. Real-time alerts containing useful information about the individual's behaviour allow for quality interventions during a visit and are assisting us in preventing or minimising harm.

Biography of the presenter

As Host Responsibility Executive, Tony has assisted the wider team at Christchurch Casino with organisational change and the development of new harm-prevention tools, including real-time alerts, risk-detection algorithms and Facial Recognition Technology. Tony values the support and 'culture of care' within the organisation and the constructive relationships with external stakeholders.

Session: Thursday: 1100 – 1230: Concurrent Session 2B

Title: Integrating Customer Risk Sources

Author: Michiel Brodie

Abstract

Gambling law, regulations and advocates have called for or required substantive improvements in the use of risk to identify people experiencing gambling related harm. Similarly, AML/CTF law and changing community expectations about safety and security at gambling premises have increased the demand for gambling providers to address a range of person related risks.

This presentation will describe a new conceptual framework for Integrated Customer Risk. An outline of the drivers for this new approach, its key features and the prospects for improved customer safety and gambling harm reduction will be presented.

The presentation will argue that by taking a whole of customer approach to risk gambling providers will be able to address issues that emerge from treating risk areas independently of each other. This approach will improve prospects for addressing gambling harm by promoting a wider view of sources of gambling related harm.

Biography of presenter

Michiel is a highly capable organisation leader and Board member with experience in managing the broad range of risk, compliance and ESG frameworks across government and corporate sector environments. He has led a range of regulators across Australia and has developed deep understanding of the most effective ways to implement risk and compliance approaches.

Michiel has over 20 years of direct experience in building programs that address gambling related harms at Government and operator levels.

Session: Friday: 1100 – 1300: Concurrent Session 5A

When “school” is not just your ABCs.- Gambling help programs yarning approach to harm minimization in communities

Anna Campbell

Daniel Sledge

Emma Every

Marivel Dayday

Abstract

Centacare North Queensland is a not-for-profit organization that delivers a range of services to families, individuals, and communities across North and North-West Queensland.

The Gambling Help Program is funded by the Queensland Government to provide counselling and community education to communities across North Queensland. Our region includes remote Aboriginal and Torres Strait Islander communities in Mornington Island, Doomadgee, Normanton, Karumba and Palm Island, where we work to support individuals and their families who are impacted by problem gambling.

Although, electronic gaming machines are not available in some of these communities, there is a large presence of mobile/internet gambling and card games played at homes known as “gambling schools”. Through our experiences of visiting these communities, we have observed young people becoming more involved in the local gambling circles with their parents, caregivers and families, which is impacting on their school attendance and life skills. Due to the transgenerational acceptance of gambling circles as part of everyday life, there is limited engagement and understanding in preventing exposure and involvement of young people in gambling.

We will present an outline of our approach when staying and working in specific communities and how this differs from other communities within our region. We will detail the importance of place-based approaches; the crucial importance of meeting with and paying respect to elders and acknowledging our work on their land. Work which requires respectful adherence to community protocols across all aspects of service delivery and presence in community. Centacare NQ Gambling Help Program’s approach to community education stems from a non-judgmental yarning style approach, as we recognise a harm minimization yarn is more culturally acceptable.

Presenter biographies

Daniel Sledge – Daniel has a Post Graduate Degree in Counselling, Masters in Counselling and Undergraduate BA in Health Science, Mental Health. Daniel is a counsellor for the Gambling Help Program based in Mount Isa and also provides gambling community education across the NQ region. Daniel travels quarterly to the communities detailed in the abstract and presentation.

Anna Campbell – Anna has a Bachelor of Psychology. Anna is a counsellor for the Gambling Help Program based in Townsville and also provides gambling community education across the NQ Region. Anna travels quarterly to the communities detailed in the abstract and presentation.

Session: Thursday: 1530 – 1700: Concurrent Session 4A

Title: Panel Session: Self-Exclusion: Views on Challenges from a Range of Stakeholders

Authors/ Presenters: Mike Penfold, Tony Azouzi, Christopher Hunt, Dylan Pickering, Dini Soulio

Abstract

The Achilles heel of self-exclusion is the capacity for people to get past the current barriers in place and continue to gamble if they are sufficiently motivated to do so. This panel discussion will be an honest talk around why people breach, when they breach, consequences of breaching and possible solutions to this problem with all the key stakeholders involved. There will be a focus on patron's breaching their barring and questions around venue vs individual, vs government responsibilities, the relationship between research, treatment and self-exclusion and should there be penalties in the absence of treatment. The implications of this presentation is that it will provide a healthy discussion around what may motivate an excluded person to breach, what technologies are or could be put in place to detect excluded patron, what useful policies have been identified, and what research currently suggests.

Presenter biographies

Mike Penfold – CEO Clubs SA and Club Safe SA

As the previous Director of Compliance and Enforcement at Consumer and Business Services, Mike was heavily involved in determining gaming policy and legislation and overseeing the compliance and enforcement of this important portfolio, his now dual roles as the CEO of Clubs SA and Club Safe means he has an excellent understanding of the necessary balance between Clubs operating gaming machines and their obligations to provide a safe environment for those that participate.

Tony Azouri – Host Responsibility Executive - Christchurch Casino

As Host Responsibility Executive, Tony has assisted the wider team at Christchurch Casino with organisational change and the development of new harm-prevention tools, including real-time alerts, risk-detection algorithms and Facial Recognition Technology. Tony values the support and 'culture of care' within the organisation and the constructive relationships with external stakeholders.

Dr Christopher Hunt – Clinical Psychologist - GambleAware

Dr Christopher Hunt is a clinical psychologist who has worked with problem gambling for over 15 years. He is currently a Senior Clinical Supervisor working out of GambleAware Central Sydney, and is based at the University of Sydney. He co-ordinates gambling counselling, clinical supervision and educational programmes on gambling treatment.

Dr Dylan Pickering - Gambling Treatment & Research Clinic, University of Sydney

Dylan is a postdoctoral researcher with the Gambling Treatment & Research Clinic at the University of Sydney directed by Professor Sally Gainsbury. Dylan's research interests include harm minimisation program development and evaluation, how new technology can be used to improve interventions for problem gambling, and the measurement of problem gambling recovery.

Dini Soulio – Liquor and Gambling Commissioner, South Australia

Dini Soulio joined Consumer affairs in 2009 and became Commissioner in 2015, and has a background in law, consumer protection, corporate regulation and enforcement. Prior to working in the Attorney General's Department, Dini was a solicitor in private practice, Manager Border Enforcement with Australian Customs Service and Australian Securities and Investment Commission where he had national responsibility for complaints, investigations and prosecutions

Session: Friday: 1400 – 1530: Concurrent Session 6A

Title: Innovative treatment support group program- from engagement to treatment, recovery, and beyond during a pandemic

Authors: Tiffany Copley, Jane Oakes, & Quentin Black

Abstract

As Johann Hari reports, “the opposite to addiction is not sobriety, the opposite to addiction is connection”. This paper describes an innovative approach to improve long-term outcomes for individuals experiencing gambling harm, particularly when vulnerabilities were intensified during COVID-19 restrictions. We draw upon long-term client follow-up data to explore the quantitative and qualitative benefits of the innovative treatment support group with a sample of 8 clients. Loneliness, isolation, low mood, and feelings of regret have all been highlighted as common experiences among current and recovered gamblers. COVID-19 restrictions have intensified these issues. In response to this, PsychMed developed a treatment support group via telemedicine for individuals in treatment and those in recovery seeking ongoing support. These participants established meaningful connections as peers who understood each other’s experiences while learning valuable life skills and addressing their comorbid symptoms moving forward. The innovative program allowed clients to access support and evidence-based psychological treatment from the comfort and safety of their homes, at any stage during their treatment and recovery. The benefits of this program included minimising feelings of shame and stimulating a sense of hope for those early in treatment through the shared vulnerabilities and stories of other participants. This level of accessibility, especially for those unable to access metropolitan services, helped to reduce drop-out rates, and improved the general well-being of all participants.

Biography of presenter

Tiffany Copley is a provisional psychologist at PsychMed that has been working in the South Australian Intensive Gambling Therapy Service treating people with gambling related harms under the supervision of Dr Quentin Black and Dr Jane Oakes. Tiffany has been co-facilitating a gambling treatment support group alongside Dr Oakes for the past 2 years and has been passionate and effective in applying innovative approaches to support clients throughout all stages of recovery.

Session: Thursday 1100 – 1230: Concurrent Session 2A**Title:** Assessing gambling product risk**Author:** Paul Delfabbro**Abstract**

In the first part of this paper, I review the concept of “gambling risk” as it applied at the product level. I examine the conceptual and methodological issues that arise when trying to show whether a certain product is riskier than another product. This work builds on earlier analysis by Dowling et al. (2005). Included in the presentation is a discussion of internationally applied risk-assessment protocols such as GamGard and ASTERIG and their strengths and limitations. The second part of the presentation examines the findings from a comprehensive review of statistics drawn from two reviews: (a) an analysis of the published international literature relating to the relative risk of different gambling products; and (b) an analysis of major Australian community prevalence studies for the period 2011-2020 to investigate whether EGMs (in comparison to racing and casino table games) have a stronger association with problem gambling. The results from the two studies/ reviews confirm that EGMs do appear to have the strongest association with problem gambling, with draw lotteries and retail scratch cards generally being the lowest risk products. However, there is the need to consider ongoing technological developments in relation to product category: online and more digitised and rapid forms of products could lead to changes in the level of risk associated with conventional land-based products.

Biography of presenter

Paul graduated from the University of Adelaide with degrees in Arts, Commerce and Economics and a PhD in psychology. He has published extensively in several areas, including the psychology of gambling, child protection and child welfare and applied cognition. He has over 350 publications in these areas including over 300 national and international refereed journal articles. His principal areas of current interest are in the assessment of product risk, developments in advanced digital technologies including blockchain and decentralised finance and clinical correlates of conspiracy beliefs and online misinformation (from both the Right and Left).

Session: Thursday 1330 – 1500: Concurrent Session 3C**Title:** Cryptocurrency trading and problem gambling**Author:** Paul Delfabbro & Daniel King**Abstract**

Cryptocurrency ownership and trading is expected to grow exponentially over the next few years. Although Bitcoin has yielded enormous returns for some individuals over the last decade, cryptocurrencies and other digital assets (NFTs) are highly volatile and often speculative assets that are subject to limited and, often inconsistent, regulation. This has led to the concern that inexperienced investors could lose money and that the activity classes as a whole might be particularly attractive to higher risk gamblers. In this paper, we review the emerging literature on this topic. We present the findings from a published paper that examined the trading habits of 543 people (M = 388, F = 155, 85% aged 18-40 years) who reported at least monthly sports-betting, crypto-currency trading or both, we examined whether gambling and problem gambling were reliable predictors of the reported intensity of crypto-currency trading. The results showed that gambling and problem gambling rates were highest among those who reported both activities and that problem gambling scores (PGSI) and engaging in stock trading was significantly related to measures of crypto-currency trading intensity as based on the time spent per day, number of trades and level of expenditure. These findings suggest that crypto-currency investing may be an additional behaviour which is likely to be present in help-services in the years to come and may have implications for the need for financial counselling services.

Biography of presenter

Paul graduated from the University of Adelaide with degrees in Arts, Commerce and Economics and a PhD in psychology. He has published extensively in several areas, including the psychology of gambling, child protection and child welfare and applied cognition. He has over 350 publications in these areas including over 300 national and international refereed journal articles. His principal areas of current interest are in the assessment of product risk, developments in advanced digital technologies including blockchain and decentralised finance and clinical correlates of conspiracy beliefs and online misinformation (from both the Right and Left).

Session: Friday 1100 – 1300 Concurrent Session 5B

Title: Conceptual and structural issues in play-to-earn gaming

Author: Paul Delfabbro, Amelia Delic & Daniel King

Abstract

Blockchain technology has provided the ability for people to gain greater ownership and independence over the transfer, storage and utilisation of digital assets. A particular genre of digital activity which is taking advantage of this is play-to-earn (P2E) gaming. In this paper, we examine the mechanics and business model of these games and their potential benefits and risks for players. The paper draws upon the small published literature on this area and the author's observations as a casual player and observer in these eco-systems. P2E represents an activity that blurs the boundaries between three different activity types: gaming, gambling and speculative investment. The paper discusses the potential benefits, but potential risks / challenges of these gaming models. Particular risks we highlight include: the deflationary nature of reward currencies and the asymmetric reward structures that heavily favour early investors and exploit late adopters. Such games also have the potential to create labour exploitation models through their scholarship and NFT lending systems, some of which have already been witnessed in phenomena such as "gold farming" and in games such as *Axie Infinity*. There is a need for transparent business models that are designed to encourage more equitable game outcomes, sustainable returns, a balance between intrinsic and extrinsic rewards, and protection for potentially vulnerable players.

Biography of presenter

Paul graduated from the University of Adelaide with degrees in Arts, Commerce and Economics and a PhD in psychology. He has published extensively in several areas, including the psychology of gambling, child protection and child welfare and applied cognition. He has over 350 publications in these areas including over 300 national and international refereed journal articles. His principal areas of current interest are in the assessment of product risk, developments in advanced digital technologies including blockchain and decentralised finance and clinical correlates of conspiracy beliefs and online misinformation (from both the Right and Left).

Session: Thursday: 1330 – 1500: Concurrent Session 3A

Title: GamblingLess: In-the-moment: A just-in-time adaptive interventions providing ‘in-the-moment’ support.

Author: Nicki Dowling, Stephanie Merkouris, Simone Rodda

Abstract

Just-In-Time Adaptive Interventions (JITAs) are emerging “push” mHealth intervention designs that can facilitate greater access to evidence-based treatments. These interventions leverage mobile and wireless technologies to address dynamically changing individual needs by providing the type and amount of support required, at the right time, and only when needed. JITAs are particularly well-suited to delivering interventions in addiction science, given the dynamic nature of episodes or lapses, as well as the presence of discrete but fluctuating antecedent states or events. Given that few JITAs have been developed to support changes in gambling behaviour, we developed a theoretically-informed and evidence-based gambling JITA: GamblingLess: In-The-Moment. This app is designed to reduce the likelihood of unplanned gambling episodes by reducing urge intensity, enhancing self-efficacy, and lowering positive outcome expectancies. This presentation will describe the decisions, methods, and design tools we employed to develop GamblingLess: In-The-Moment, with a view to guiding addiction science researchers in the development of future JITAs.

Presenter Biography

Nicki Dowling is a Professor at Deakin University, with an honorary position at the University of Melbourne. She is a registered clinical psychologist with experience in the Victorian Gambles Help services. Her research expertise is in the identification, prevention, and treatment of people with gambling problems and their affected others.

Session: 1100 – 1300: Concurrent Session 5A

Title: Improving the effectiveness of the NSW Responsible Conduct of Gambling Training. An evidence-based approach to minimising gambling harm.

Authors: Kate Flannery & Nathan Fox

Abstract

This presentation reports on a major review of the NSW Responsible Conduct of Gambling (RCG) training, which is being led by the NSW Office of Responsible Gambling and funded through the Responsible Gambling Fund. As a mandatory requirement for licensees, club secretaries and any staff involved with gaming machine duties in a registered NSW club or hotel, the RCG training is a key component of the NSW harm minimisation framework. Delivered by registered training organisations (RTOs) approved by the NSW government, the competency training was completed by over 178,000 individuals in NSW in the 5-year period 2014-2019. However there had not been a comprehensive review of this mandatory training since 2010, and feedback from stakeholders had been that the RCG practices covered in the course can be difficult to put into practice.

The review and redesign of the training drew on the knowledge, perspectives and experiences of over 2,000 frontline venue staff and managers who participated in a state-wide online survey as well as focus groups. This presentation discusses the key insights gained through this consultation and how this has been translated to changes to the NSW RCG training, including an increased focus on skills to support proactive interventions and the development of advanced training. The presentation will detail the changes underway to the RCG Training and what this will mean for venue management, staff and patrons in NSW.

Presenter biographies

Kate Flannery has been a Senior Research and Policy Officer with the NSW Office of Responsible Gambling for the last 3.5 years. Prior to this Kate has worked in a combination of research, policy and education roles in both the NSW government and non-government sectors. Kate oversaw the 2019 NSW RCG research.

Nathan Fox has been a Senior Project Officer with the NSW Office of Responsible Gambling for the last 2 years and has worked in a number of project roles within the NSW Government. Nathan is overseeing the redevelopment of the NSW Responsible Conduct of Gambling training.

Session: Wednesday: 1530 – 1700: Concurrent Session 1A

Title: How solid is our foundation for policy and practice? Assessing the evidence base for prevention and treatment

Authors: [Sally Gainsbury](#) & [Nicki Dowling](#)

Abstract

Despite the call for evidence-based practice in the prevention and treatment of gambling disorder and an increase in gambling literature the question remains of whether we have sufficient robust research-based findings to inform policies and practice? As the volume of gambling studies increases it becomes more difficult to identify which research to consider informing practices. Methodological limitations, bias, and a lack of replication mean that much of the “evidence base” for our current work is not based on high quality research evidence. This presentation will provide an overview of two recently completed comprehensive reviews of evidence for prevention and treatment approaches to minimize gambling harms. Most of the studies reviewed in both areas had serious limitations which reduce the reliability and generalizability of findings. The presentation will discuss what we do know and where gaps lie in the knowledge base.

Presenter biographies

Professor Gainsbury is Director of Australia’s only university-affiliated gambling treatment clinic and Editor of the academic journal *International Gambling Studies*. Her research aims to increase the understanding of gambling harms to inform the design and evaluation of policies to prevent and minimise gambling problems. She has published over 125 academic peer-review papers and provided expertise for numerous international government, industry, and community organisations.

Nicki Dowling is a Professor at Deakin University, with an honorary position at the University of Melbourne. She is a registered clinical psychologist and has published over 200 articles and reports. She leads an internationally recognised research program focusing on the identification, prevention, and treatment of people with gambling problems and their affected others.

Session: 1100 – 1300 Friday: Concurrent Session 5C

Title: Developing targeted, real-time responsible gambling messaging to increase consumer protection tool use and minimise gambling harms

Speaker details

Author: Sally Gainsbury & Robert Heirene

Abstract

Standard, static responsible gambling messaging generally fails to influence consumer's thoughts or behaviours. Consumer protection tools (e.g., deposit limits, activity statements, time-outs) can minimise harm, but their effectiveness is limited through low voluntary uptake. The University of Sydney Gambling Treatment & Research Clinic and Technology Addiction Team have worked collaboratively with Charles Darwin University researchers to engage with numerous online gambling wagering companies to analyse customer data and study the most effective way to deliver messages (timing, content, delivery method) to encourage uptake of tools.

This presentation will discuss how using behavioural insights to nudge consumers towards safer gambling behaviours can increase voluntary uptake of consumer protection tools and reduce risky gambling. Data analysis can drive the use of AI to automatically detect markers of risky-gambling and drive responsible gambling interventions. The findings are relevant to inform preventative strategies for online gambling and venues with tracking technology such as through the use of cashless payment methods. The presentation will consider how research from fields including psychology and economics can drive innovation towards encouraging safer gambling and harm minimisation.

Author biographies

Professor Gainsbury is an internationally recognised leader in gambling harm reduction research. She has published over 125 academic peer-review papers and provided expertise for numerous international government, industry, and community organisations. Professor Gainsbury's research aims to increase the understanding of gambling harms to inform the design and evaluation of policies to prevent and minimise gambling problems. Professor Gainsbury is Director of Australia's only university-affiliated gambling treatment clinic and Editor of the academic journal *International Gambling Studies*.

Dr Robert Heirene is a Lecturer in Psychology at Charles Darwin University and former Postdoctoral Research Fellow at the Gambling Treatment and Research Clinic, University of Sydney. His research focuses on understanding how to reduce the harms associated with online gambling behaviour and engagement with consumer protection tools.

Session: Friday: 1400 – 1530 Concurrent Session 6A

Title: Gaming disorder and stigma-related perceptions of problem and non-problem gamers

Authors: Christina Galanis & Daniel King

Abstract

The inclusion of (video) gaming disorder in the International Classification of Diseases (ICD-11) has generated significant debate. Some scholars contend that recognizing excessive gaming as an addictive disorder may stigmatize the activity of gaming and individuals who play. This talk will summarize our recent preregistered (see <https://osf.io/nkfm4>) experiment which evaluated the impact of the new diagnostic category of gaming disorder on stigma-related perceptions of different types of gamers. The study involved a 2 (health information: addiction vs non-addiction explanations of problem gaming) x 3 (vignette: problem, regular, and casual players) design. Participants (N=1,228) were asked to read health information that provided either an addiction or non-addiction explanation of problem gaming, followed by a case vignette describing a problem gamer, a regular gamer, or a casual gamer. Further questionnaires assessed perceptions of the vignette, including standard measures of stigma. Our findings provide needed evidence to inform continuing debate regarding the social, clinical, public health and policy implications of gaming disorder as a diagnostic category.

Author biography

Christina is an Honours student in the School of Education, Psychology and Social Work at Flinders University

Session: 1100 – 1230 Thursday: Concurrent Session 2B

Title: The Casino Sector Fallout: Reforming, Re-building and Regulating.

Author: Alexandra Hoskins

Abstract

The fallout in the casino sector in Australia (and in other jurisdictions internationally) has been less about a single operator and more about systemic issues across the regulatory framework and operator conduct at large. It is clear that the entire casino sector, including regulatory bodies, have become an area of focus for government and other stakeholders and that reform of the sector is required given the number and extent of established and alleged governance and compliance failures.

The consequences for Crown Resorts and The Star have been significant. For example, 10 of the 11 Crown Resorts' board members occupying positions around the time of the Victorian Royal Commission have since departed. Similarly, a board renewal process has occurred at The Star following the public review of The Star Sydney's suitability. Most key executives at both casinos have also departed.

As a result of the casino fallout, there has been regulatory change, including with Western Australia's chief casino officer standing down and the Victorian government breaking up the Victorian Commission for Gambling and Liquor Regulation (VCGLR) and implementation of a new gambling and casino control commission with a dedicated division for the casino. Change has also occurred with various legislative amendments including the establishment of a Special Manager role to oversee reform and determine suitability and an increase in penalties for breaches (up from \$1 million to \$100 million).

The session will consider the fallout of the sector, the systemic issues across the regulatory framework and operator conduct at large, the reforms required to repair community expectations (as required to maintain the social licence to operate) and minimise gambling harms.

Biography of presenter

Alex is a Principal at Senet and leads the Senet Compliance Academy. Alex advises the industry in relation to regulatory compliance including AML/CTF, risk management and compliance. Prior to founding Senet, Alex held senior strategy, business development, risk and compliance roles with KPMG, ANZ and other international financial institutions.

Session: Wednesday 1530 – 1700: Concurrent Session 1B

Title: The Future of Responsible Gambling – Where Are We Going and How Far Have We Come?

Author: Dr Anastasia Hronis

Abstract

To date, the approach to Responsible Gambling initiatives has been largely reactive. Much of responsible gambling strategy has been developed as a response to problem gambling and gambling related harms. As a result, there is a strong stigma attached to responsible gambling strategies and initiatives, with relatively low consumer uptake. A more nuanced approach to the concept of responsible gambling would be of benefit, to allow for interventions which meet the needs of a particular person, with a particular level of risk, at a particular time. Stepped care models of interventions, as taken from mental health and public health literature, can guide responsible gambling strategies to be able to be preventative and proactive, as well as protective of those already experiencing gambling harms. This presentation will explore current barriers to making progress with responsible gambling initiatives, and propose a stepped care model of intervention for the future.

Implications and alignment with conference theme: It is important to consider what has been effective in responsible gambling strategy, what is not working, and how we can make effective changes, which are nuanced and specific, rather than a “one size fits all” approach.

Biography of presenter

Dr Anastasia Hronis is a clinical psychologist working across clinical practice and academia. She is the founder of the Australian Institute for Human Wellness, as well as a lecturer at the University of Technology Sydney in the Master of Clinical Psychology program.

Session: Friday 1100 – 1300: Concurrent Session 5B

Title: Gambling Live Streams: What are they, and why do they matter?

Authors: Mark R Johnson, Dimitrios Avramidis, Brett Abarbanel, Luke Clark

Abstract

The "live streaming" of people playing video games has exploded in the last decade, with leading platform "Twitch.tv" boasting millions of regular broadcasters and over one hundred million viewers. Some of the most successful live streamers make seven-figure incomes from their gaming, while many streamers find community and support on Twitch, which has become increasingly central to gaming culture. Many live streamers use gambling-esque monetisation methods to profit from their viewers, while other channels now simply broadcast real-money gameplay, ranging from games of luck and skill (e.g. poker) to games of pure luck (slots, roulette, etc). In particular broadcasting *real-money slots* has taken off with hundreds of broadcasts streaming to *tens of thousands* of viewers, raising major questions about the practice's accountability and legality, who viewers are, whether viewers are being encouraged into gambling play, and potential relationships between gambling streamers and gambling companies. This is a rapidly-evolving ecosystem but one quite alien to those not a part of it, and this paper presentation will describe this space and explain why it should be of interest to gambling researchers, charities, industry, and policymakers. In this talk we will cover: what is game live streaming? What "gamblified" methods to streamers use to encourage donations and support from viewers? What sorts of gambling games are being broadcast on Twitch? What sorts of protections for minors are present and who would be responsible? What are the potential legal issues here? Where might the gamblification of live streaming expand in the next few years?

Industry implications of gambling live streams are clear (marketing, advertising, social media engagement, etc) but what about charities, NGOs, and policy? Awareness of this subject will help actors in strategic decision-making regarding consumer protection, public outreach, and even simply recommendations for participation / avoidance in the streaming activity.

Abstract

Dr Mark R Johnson is a Lecturer in Digital Cultures at the University of Sydney. His research focuses on Twitch.tv and live streaming, on which he has published extensively. His work has appeared in journals including "International Gambling Studies", "New Media and Society", and "Games and Culture".

Session: Thursday 1330 – 1500: Concurrent Session 3B

Title: Will consumers use their banks to minimise gambling harms? Intention to use card blocks and other bank-initiated gambling protection features

Author: Ms Therese Kanaan & Sally Gainsbury

Abstract

Due to the increased use of digital transactions as a method of payment, financial institutions are uniquely situated to provide tools to their customers which may help minimize gambling harms. Bank-initiated gambling protection (BIGP) tools (such as, the ability to block accounts from gambling) have been developed but are not widely used, available or advertised. It is important to understand the perceptions, interest, and intention of consumers who gamble to use BIGP features. This study applies an extended integration of the Technology Acceptance Model (TAM) and the Theory of Planned Behaviour (TPB) model to investigate the factors predicting the intention BIGP tools. Australian adults who gamble and utilise online banking apps completed a questionnaire which measured the TAM and TPB constructs with respect to BIGP tools (including account blocks, gambling-specific activity statements, spend limits and phone call service regarding concerning patterns in gambling transactions). This presentation will share the results of the study including identifying the factors which influence the intention to use BIGP tools. This study represents the first theory driven investigation into gamblers' interest in bank-based responsible gambling features. The findings of this study will indicate why there is low uptake of existing account blocks and provide direction on how to improve customer communication methods in order to increase voluntary uptake. In addition, potential interest in features that are not widely available can be extrapolated from the data and aid in designing future studies that focus on these tools.

Biography of Presenter

Ms Therese Kanaan is a Bachelor of Psychology (Honours) student at the University of Sydney supervised by Dr. Dylan Pickering & Professor Sally Gainsbury.

Session: Thursday 1100 – 1230: Concurrent Session 2A

Title: Anxiety, problematic gaming, and video games: A systematic review and meta-analysis.

Authors: Seungyeon Kim, Thomas Swanton, Daniel King, Vladan Starcevic, Sally Gainsbury

Abstract

In gambling research, the structural characteristics of gambling machines (e.g., jackpot visibility in poker machines) have been found to influence gambling behaviours. However, in gaming research, the video game itself is often overlooked. Certain game features are receiving much research attention for their association with harmful behaviours. For instance, gambling-like features in video games (e.g., loot boxes) have been a topic of concern for their similarities with gambling and the gradual convergence of gambling and gaming. Yet, how these features interact with problem gaming, or a vulnerable individual, remains unknown.

The present study conducted a systematic review and meta-analysis to investigate the association between video game features, problematic gaming, and anxiety. Anxiety is often associated with the problematic use of technologies, as individuals with anxiety may engage with technologies for mood regulation. Following a pre-registered protocol (PROSPERO CRD42020210989), five databases were reviewed with a total of 66 empirical studies included for qualitative synthesis. Of these, 50 studies were eligible for inclusion in the meta-analysis. There were 13 studies that investigated game genres; these highlighted in-game customization features, social features, and high mastery requirements with problematic gaming and anxiety. There were no studies that investigated gambling-like features or monetization features in relation to anxiety and gaming harms. This presentation will discuss the implications of these findings and directions for future research on problem gaming, gaming-gambling convergence, and the problematic use of emerging technologies.

Biography

Seungyeon Kim is a PhD candidate at the University of Sydney. Her research interests lie within mental health and how modern technologies can influence the individual's behaviours and their wellbeing. Her thesis investigates the associations between problematic gaming and anxiety.

Session: Wednesday 1530 – 1700: Concurrent Session 1C

Title: Making customer safety the new normal

Authors: Karl de Kroo; Michael Gidley, Carly Richardson

Abstract

This presentation will capture the evolution of customer safety within the Australian industry over the past 5 years, through the lens of an online entertainment company (Entain).

“Responsible Gambling” has been a staple catchphrase of the industry from early days, but many (operators and customers alike) have struggled to explain what it meant or required in practical terms. Industry may have thought it meant meeting all regulatory obligations; customers may have thought that interaction from the “responsible gambling” team meant they had a problem; and governments may have thought that a “gamble responsibly” message would help inform choices.

With time and experience attitudes have changed, which has shifted focus away from the term responsibility (usually in the context of responsibility of one party) to accountability for all involved, coupled with a move to protect all customers rather than focusing only on those at risk.

The best operators have a desire to exceed minimum standards and lead through innovative ideas and features to keep customers safe, including early intervention through real time data. The utilisation of account management tools is steadily increasing with personalisation and customer-centricity driving these innovations.

Customers are becoming more comfortable and forthcoming with contact from operators, understanding that this can be a normal part of any customer journey and is not a criticism or judgment on their behaviour.

Governments are engaging in research and broader consultation to help guide their approach to policy. Overseas experiences are providing helpful guidance for all stakeholders.

Looking at how far things have advanced in this area, we are excited about what can be achieved in the coming years.

Biography of Presenter

Carly Richardson is the General Counsel of Entain Australia. She oversees Entain’s proactive customer safety program which includes ongoing collaboration with her counterparts in the global Entain business, while also managing and implementing any legal requirements in responsible gambling.

Session: Thursday 1330 – 1500: Concurrent Session 3C

Title: Social (mis) perceptions of online gambling in a UK public sample: Implications and opportunities.

Authors: John McAlaney, Reece Bush-Evans, Emily Arden-Close, Sarah Hodge, Elvira Bolat, Sarah Thomas, Keith Phalp

Abstract

Research in several behavioural domains has demonstrated that individuals tend to overestimate the extent to which their peers i) engage in risky behaviours (perceived descriptive norms) and ii) hold negative attitudes (injunctive norms). Challenging such misperceptions through techniques including mass media campaigns and personalised feedback has been demonstrated to be an effective harm reduction strategy for behaviours such as alcohol use, drug use and smoking. To date however there has been a lack of research exploring this phenomenon in online gambling, despite the close potential fit between the application of the approach and quantification of behaviour provided by online gambling. To address this gap we conducted a social norms survey of 350 adults in the UK (female, 61.1%, age range 18 to 65+) via the Prolific platform. To be eligible for the study participants were required to gamble online at least once a year.

In contrast to research in other behavioural domains we identified negligible differences between personal and perceived behaviour in relation to descriptive norms, indicating that participants do not overestimate the extent to which their peers gamble. However, marked and statistically significant misperceptions of injunctive norms were evident, such as for example overestimations of how many peers will hide their gambling activities from loved one, or feel regret after gambling. Multiple regression analysis further demonstrated that the gap between personal attitude and perceived peer attitudes on several dimensions is predictive of PGSI score. These results identify factors to be considered when applying the social norms approach to gambling.

Presenter Biography

Professor John McAlaney is a Chartered Psychologist and Chartered Scientist at Bournemouth University in the UK. His work focuses on social influences of behaviour, including how misperceptions of peer behaviour and attitudes may lead individuals to engage in riskier gambling practices than would otherwise be the case.

Session: Thursday 1330 – 1500: Concurrent Session 3A

Title: Development of an outcomes assessment tool for people impacted by the gambling related problems of a family member

Author: Mr Steve Novak

Abstract

Relationships Australia Queensland is collaborating with a number of national and international organisations to develop an innovative outcomes assessment tool called the Resilience Star. The development is being sponsored by the Queensland Government Department of Justice and Attorney General. Around the time that NAGS 2022 is being held, the pilot version of the Resilience Star will be in clinical trials conducted by the Queensland-based Gambling Help Service providers.

The Resilience Star is an evidence-based holistic tool that measures change across eight life domains. It is part of the Outcomes Star family of tools licensed by Triangle Social Consulting Enterprise Ltd. The Resilience Star is tailored for use with family members and others who have been impacted by someone else's gambling related problems. It is a person-centered tool that allows frontline Gambling Help Services to tailor intervention frameworks and demonstrate the impact of these interventions. Clinical application of the Star is underpinned by the values of empowerment, collaboration and integration.

The pilot version of the Resilience Star and its guiding principles will be described, together with a summary of the literature review that was conducted in the early stages of the project. Quantitative and qualitative data from the first part of the Queensland clinical trial will also be analysed and presented.

Relationships Australia plans to integrate outcomes data collection via the Star Online web application with its CRM database system. The solution architecture will also be briefly described.

Biography of presenter

Steve Novak began clinical treatment of clients impacted by problem gambling at Relationships Australia Queensland 12 years ago. His current activities as Manager of Client Outcomes include the coordination of outcomes data collection, and the monitoring and evaluation of the quantitative and qualitative data. Steve was a project member for the development of the Gambling Recovery Star.

Session: Thursday 1530 – 1700: Concurrent Session 4B

Title: The Frantic Seeking of Credit during Poker Machine Problem Gambling: A Public Health Perspective

Author: Dr Jane Oakes, Quentin Black, Sharon Lawn

Abstract

Financial harms associated with problem gambling behaviours are substantial and can result in suicidal ideation, depression, anxiety, and relationship damage, causing distress for those experiencing these harms. Electronic Gaming Machine gamblers' frantic use of credit during gambling episodes is an essential aspect of this chronic relapsing condition that has become a substantial public health burden. This use of credit causes increased financial destruction, despair and ongoing gambling as the gambler chases their losses. The paper draws on findings from a larger qualitative dataset from an Australian study on gambling relapse using a grounded theory design that provides participants' accounts of their use of ATMs and the role credit in their gambling. The findings highlight the need for interventions that address and support better financial decision-making and foster insight, early help-seeking and engagement in empirically supported CBT treatment programs facilitating long term recovery outcomes.

Session: Friday 1100 – 1300: Concurrent Session 5B

Title: Screening and treatment of video gaming in problem gambling services: Current practices and future preferences

Authors

Jennifer J. Park, Daniel L. King, Laura Wilkinson-Meyers, Simone N. Rodda

Abstract

Video gaming disorder is characterised by frequent unsuccessful attempts to reduce gaming despite negative consequences such as loss of productivity, sleep, and self-care. Gambling and gaming disorder are rapidly converging because of increased opportunities to gamble in games and increased gaming-like opportunities in gambling. In New Zealand, there are no specialist services for gaming disorder and anecdotal evidence suggests people experiencing problems with gaming may present to problem gambling services. This study aimed to identify how New Zealand problem services currently respond to gaming disorder. The study surveyed 28 gambling service providers to determine gaming caseloads, screening practices, preferred practices for treatment, and confidence to use behaviour change techniques. The study also examined training and resource needs to support screening and treatment. Results indicated that all problem gambling counsellors accepted gaming disorder as a clinical disorder, and frequently consulted clients about gaming. Training in gaming disorder screening was rare, meaning validated screening tools were rarely administered. Despite few being trained, most gambling counsellors were comfortable with screening but indicated receptiveness to using a standardised tool if available. Responsivity to the detection of gaming disorder was most often an immediate intervention, with some behaviour change techniques used for problem gambling rated as relevant to gaming disorder. The study concluded support is needed in the form of a validated screening tool, treatment guidelines, and professional development.

Presenter biography

Jennifer J. Park is a PhD student at the University of Auckland and the recipient of the Doctoral Scholarship, Academic Career Advancement Award, and the Ember Korowai Takitini Research Grant. She is passionate about health systems and gaming disorder research. Jennifer teaches population health, epidemiology, management, and engineering.

Session: Thursday 1330 – 1500: Concurrent Session 3B

Title: Affecting meaningful change with standards and accreditation

Author: Tracy Parker

Standards provide common understanding and approaches to address underlying principles; monitoring and accreditation of standards contribute a process of identifying, prioritizing, and responding with the goal of continuous improvement and positive outcomes for harm minimization. The results are an valuable tool for various stakeholders – regulators, employees, community agencies, etc. This session will explore the application and value of standards to a broad spectrum of RG and PG issues and the benefits of monitoring and reporting on RG standards.

Biography of presenter

As Director, Standards and Accreditation, for the Responsible Gambling Council, Tracy leads the development and execution of the RG Check accreditation program. Tracy's commitment to player health and collaborative approach to policy, compliance and risk-management bring a practical focus to how the standards and accreditation can improve the player experience.

Session: Wednesday 1530 – 1700: Concurrent Session 1C

Title: From Reactive to Proactive: Guiding Principles for Staff Training to Effectively Manage Problem Gambling Risk in Venues.

Authors: Dylan Pickering, Alex Blaszczynski, Sally M. Gainsbury

Abstract

Gambling venue staff are uniquely positioned to identify, monitor, and engage individuals at risk of experiencing gambling harm. There is accordingly an increasing recognition that gambling venues and staff have a duty of care to prevent gambling harm, wherever possible. Several barriers exist, however, that in the past, have prevented venues from successfully fulfilling this function, including beliefs about individual responsibility, the already demanding roles of venue staff, their lack of confidence and understanding as to how to approach at-risk patrons, and fear of being chastised for interrupting the venue's most profitable gamblers. These barriers are reflected in traditional reactive, compliance-focused training programs, wherein venue staff are taught to 'wait to be approached' before providing at-risk patrons with information on available gambling help resources. Between 2018 and 2021, the University of Sydney Gambling Treatment and Research Clinic developed new gambling venue staff training programs for ClubsNSW and for the NSW Office of Responsible Gambling. In this talk, I will briefly outline these projects, then referring to examples, present a framework of guiding principles that we implemented to overcome the shortcomings of traditional training models, to enhance the overall quality of staff-patron interactions, and increase staff competency in managing problem gambling in the venue. Specific principles include: a general customer-service orientation; top-down modelling of proactive staff behaviour; the use of objective, evidence-based strategies to identify at-risk patrons and provide tailored support; a focus on building practical knowledge and skillsets; and the iterative evaluation and improvement of program outcomes.

Biography of presenter

Dylan is a postdoctoral researcher with the Gambling Treatment & Research Clinic at the University of Sydney directed by Professor Sally Gainsbury. Dylan's research interests include harm minimisation program development and evaluation, how new technology can be used to improve interventions for problem gambling, and the measurement of problem gambling recovery.

Session: Thursday 1530 – 1700: Concurrent Session 4B

Title: Understanding the impact of COVID-19 on gambling help service client trends

Author: Helen Poynten

Abstract

Social responses to Covid-19 have had a significant impact on gambling. This impact includes the behaviours of problem gamblers and the delivery of Gambling support services. Relationships Australia, QLD is a key provider of Gambling Help Services (GHS) and has been providing them in the Ipswich region for nearly 15 years. The Ipswich GHS has noticed a significant change in the age range of problem gamblers accessing support. These changes are connected to the restrictions placed on certain social settings where problem gamblers frequent, and the growth in tele-health models of Gambling counselling/ education. Specifically, client attendance data over the four-year period from 2018 – 2021 show young people aged up to 29-year-old doubling their GHS presentation rate, becoming the highest group accessing services. In the similar period, the 30-49yrs group have significantly decreased their presentation, becoming the second highest presenting group. This presentation will discuss the findings in greater detail and explore why there has been a change. The discussion will identify the impact of digital inclusion, the problem gamblers' willingness to engage in tele-health service modality, and the expanding reach of online betting.

Biography

Helen Poynten (Bach. of Social Work / Masts. in Psych) has worked for over 25 years in private practice and human service organisations. Helen currently works for Relationships Australia QLD as the Regional Manager for the South West QLD region. Helen is an advocate of ensuring Gambling Help Services are provided for the whole of community, including the prison community. Helen is committed to reconciliation, and is always striving to action social justice principles.

Session: Wednesday 1530 – 1700: Concurrent Session 1C

Title: Much ado about nothing? A comprehensive review of the role of land-based gambling venue employees in facilitating problem gambling harm reduction and help-seeking.

Authors: Ben Riley, Sharon Lawn, Beth Crisp, Malcolm Battersby

Abstract

Over the past decade, greater emphasis has been placed on the role of the gambling industry to respond to problem gambling behaviour in the venue. Despite this, there is a lack of clear information available advising of best practice responses by gambling venue employees. The aim of this article is to review the strategies, practices, and policies employed by land-based gambling venues concerning their employees' role in preventing gambling-related harm and responding to problem gambling behaviours. A systematic search strategy was applied to source peer-reviewed and grey literature which yielded 122 items. The synthesised results were arranged and presented across five categories: (1) the identification of gamblers with potential problems in the venue; (2) gambling venue staff responses to patrons of concern; (3) gamblers' perspectives around venue responsibilities and interactions with patrons of concern; (4) corporate social responsibility programs and the identification of gamblers with problems in the venue; and (5) gambling venue staff needs. The results suggest that overall, most activity performed by venue staff concerning responding to problem gambling involves observing and documenting risky behaviours and then discussing this internally with other venue staff. Action which moves beyond this, such as approaching and interacting with identified gamblers of concern, rarely occurs. The results of this review suggest that a focus on the identification and intervention specifically with identified gamblers of concern is a particularly unhelpful aspect of the role of venue staff and indicate a re-thinking of the role frontline staff play in addressing problem gambling is necessary.

Author biography

Ben Riley is a senior therapist with the Flinders Psychological Therapy Service and Statewide Gambling therapy Service in South Australia. He has recently submitted his PhD thesis (Flinders University College of Medicine and Public Health) which examines the lack of help-seeking among individuals with gambling problems.

Session: Friday 1400 – 1530: Concurrent Session 6A

Title: Betting on Australian Rules Football: Can expert tipsters beat randomness?

Author: Ben Riley, David Plevin, Lee li, Michael Baigent

Abstract

Betting in the various codes of football in Australia accounts for the majority of sports betting, with Australian rules football (AFL) by far the most popular sport in Australia. Several studies have revealed the heavy presence of gambling advertising during AFL broadcasts, and a frequently used advertising strategy involves the use of well-known AFL commentators outlining their tips and betting suggestions. Irrational beliefs about the ability to control the outcome of the game have long been considered an important factor in why some gamblers continue to play despite repeated losses. To date, no research has examined the hypotheses that skill may help in predicting AFL matches and monetary outcomes from AFL betting. Rather than merely discounting such ideas, it is important to test them empirically. The aims of this study were therefore, to examine if expert AFL tipsters made better predictions than random picks, whether this translated to monetary outcomes, and if experts' predictions improved over time. To this end, six seasons of AFL matches, odds data, and expert tipster data were analysed retrospectively, totalling 1157 matches. Random selections were calculated for each match using a random number generator and a \$2 simulated wager was applied for each AFL match. The results of mixed-effects modelling showed that the experts picked more correct predictions than random selection did; significantly lower monetary outcomes were observed for experts compared to random selection; experts' predictions did not improve over time. Implications for psychological interventions and public health messaging are discussed.

Biography of presenter

Ben Riley is a senior therapist with the Flinders Psychological Therapy Service and Statewide Gambling therapy Service in South Australia. He has recently completed his PhD which examined the lack of help-seeking among individuals with gambling problems.

Session: Friday 1100 – 1300: Concurrent Session 5A

Title: Co-Design of Peer Support for People Experiencing Gambling Harm in NSW.

Author: Breanna Rosman

Abstract

In 2021, the NSW Office of Responsible Gambling implemented the GambleAware support and treatment model following a major reform to the way gambling support services are delivered in NSW.

The new GambleAware model is a client-centred, stepped-care approach that enables clients to choose their own options for treatment type and mode of delivery. To provide this flexibility, modes of delivery include face-to-face, telephone and online support and treatment. GambleAware providers have shifted their focus to embrace an early intervention and increased prevention approach to the service delivery of treatment and support services.

In addition, two new service offerings client guide (navigation) and peer support programs are being developed through a co-design process for implementation in 2022. These two non-clinical service options for clients will complement existing counselling and support services and responds to community feedback that people wanted alternatives to counselling at least initially.

Client guides will provide a soft entry point to GambleAware services for clients who are not yet ready for clinical support, and peer support will provide a statewide network of people with lived experience of gambling harm who will connect with clients via telephone and online support options. The co-design process will allow us to engage with people with lived experience of gambling harm and service providers on how best to deliver these new service offerings.

Biography of presenter

Breanna Rosman is from the NSW Office of Responsible Gambling, Department of Customer Service.

Session: Friday 1100 – 1300: Concurrent Session 5C

Title: Strategic community engagement to enhance treatment seeking and outcomes

Authors: Kaitlyn Sturges, Nadine de Villa & Christopher Hunt.

Abstract

Gambling treatment is often only sought in response to a crisis. Barriers to treatment-seeking include lack of understanding of the treatment process, lack of awareness of treatment options, and consideration that treatment is not appropriate. Strategic community engagement identifies priorities within a community and aims to build relationships with key services, organizations, and influential people, as well as to embed an accurate understanding of treatment options within a community. Based on an extensive needs analysis, strategic community engagement plans identify short-, medium-, and longer-term goals. Key activities are conducted and evaluated in a continuous manner to ensure target outcomes are being achieved and engagement is continually refined. This presentation will share learnings from 18 months of community engagement across three large Sydney regions. It will include perspectives from members of our interdisciplinary team, which includes a financial counselor, a social worker and a clinical psychologist.

Biographies of presenters

Kaitlyn Sturges is a qualified social worker registered with the AASW. Prior to Community Engagement role she worked as a Domestic Violence Case worker, Community Mental Health project officer and supporting library services to effectively engage their local communities, both in Sydney and overseas.

Nadine de Villa is currently both a financial counsellor and community engagement officer for GambleAware Blue Mountains and Western Sydney region and has been a gambling help financial counsellor with Catholic Care and Uniting in the recent past. She transitioned from an extensive public service career in social service sectors.

Dr Christopher Hunt is a clinical psychologist who has worked with problem gambling for over 15 years. He is currently a Senior Clinical Supervisor working out of GambleAware Central Sydney and is based at the University of Sydney. He co-ordinates gambling counselling, clinical supervision and educational programmes on gambling treatment.

Session: Wednesday 1530 – 1700: Concurrent Session 1B

Title: Gambling harm experienced by children of parents who gamble

Authors: Dr Aino Suomi, Nina Lucas, Nicki Dowling, & Paul Delfabbro

Abstract

Problem gambling is related to negative family functioning, but relatively little is known about specific impacts of parental problem gambling on child wellbeing. The current study aimed to better understand gambling harm attributed to parental problem gambling in key areas of child wellbeing: financial, psychological, interpersonal and physical wellbeing and intergenerational transmission of problem gambling. The current study used a mixed methods design and collected data through a national online survey of adult children of regular and problem gamblers. (n=211) experiencing gambling harm, and qualitative interviews of a subset who were harmed by parental gambling as children to parental gambling harm as children (n=20). The results show that children of gamblers experienced significant levels of economic and social disadvantage, abuse, neglect and psychological problems as a direct result of parental gambling. This research highlights the need for more supports for families with children where gambling is a problem including multi-sectorial service coordination, specific child protection responses and more targeted supports for non-gambling parents relating to their own wellbeing and parenting needs.

Biography of presenter

Dr Suomi (PhD in Psychology; MPsych) is the Director of the Centre for Gambling Research at the Australian National University. She is a public health researcher and clinically trained psychologist with a specific focus on child and family wellbeing in the context of gambling harm.

Session: Thursday 1530 – 1700: Concurrent Session 4C

Title: Cashless gambling: Consumer perspectives on the risks and benefits of digital payments systems for electronic gaming machines

Authors

Thomas B. Swanton, Stephanie Tsang, Sharon Collard, Ellen Garbarino, & Sally M. Gainsbury

Abstract

In-venue gambling is predominantly cash-based despite broader societal trends towards a cashless economy. Historically, there has been hesitancy about cashless gambling (e.g., using cards or smartphone apps to load funds for gambling) based on the notion that using cash can help gamblers to stay in control of their spending. Cashless gambling is now the subject of renewed interest, but almost no evidence is available to guide policy makers on how cashless payment systems should be designed and implemented. This presentation will report findings from a qualitative study exploring consumer perspectives regarding the potential risks and benefits associated with cashless payments on electronic gaming machines (EGMs). Online focus groups were conducted with 26 Australian adults (38% female, aged 24 to 76 years) who play EGMs regularly. Participants expressed concerns about how cashless payments might lead to overspending, such as through greater accessibility of funds, the intangibility of cashless payments, and reduced breaks in play. The ability to track an individual's gambling activity was identified as a potential benefit for preventing money laundering and providing integrated consumer protection tools (e.g., activity statements, self-exclusion), but privacy was a major concern (e.g., data sharing with social security providers). We will discuss factors that may influence consumers' willingness to adopt cashless gambling, such as the framing of communication, the level of flexibility of settings within the system, and consistency across venues. This study lays important groundwork for much-needed further research into the optimal design of cashless gambling systems for effective harm minimisation.

Biography of presenter

Thomas Swanton is a PhD candidate in the School of Psychology at the University of Sydney. His research focuses on innovative strategies to reduce gambling-related financial harm. He was awarded a PhD scholarship through the NSW Government's Gambling Research Capacity Grants program, funded by the NSW Responsible Gambling Fund.

Session: Thursday 1330 – 1500: Concurrent Session 3A

Title: Changing the lens from problem to solution

Authors: Heather Talbott and David McAnalen

Abstract

This presentation will summarize insights arising from successful community education in the Gambling Help Service (GHS). In our work as community educators we engage differently with community and industry around the presentation of problem gambling and its general misunderstandings. A key message of this presentation is that we are changing the lens of community education to support industry to gain the understanding of the etiology of problem gambling that is understood in the counselling space. That is, for people who have a poor relationship with gambling, they do not see it as a problem- it is the solution to their problems.

Harm minimization in the GHS is categorized as a reduction of time and/or money spent on gambling (Queensland Responsible Gambling Code of Practice V4.1, 2015). However, within therapeutic counselling support we know that if this is the only work done with individuals experiencing a poor relationship with gambling then we will not have dealt with the root of the issue. From our interactions with people with a poor relationship with gambling we consistently hear that at the core of their poor relationship is not time and/or money spent but the underlying issues. This creates the “gambling solution” we see play out and be labeled as problem gambling.

This informs our delivery of community education. Our work focuses on recognition of behaviors that are indicating a poor relationship with gambling and getting community and industry to make the link that there is more than problem gambling at play and the underlying issues need to be addressed. Enabling greater understanding that these people are the vulnerable section of our community due to the intersection of underlying issues.

Presenter Biographies

The authors are Brisbane and Redlands GHS Community Educator and Counsellors with Relationships Australia in Queensland.

Session: Wednesday 1530 – 1700: Concurrent Session 1A

Title: Current evidence in gambling research: Findings from a scoping review

Authors: [Anna Thomas](#), Stephanie Merkouris, Simone Rodda and Nicki Dowling

Abstract

The sheer volume and breadth of gambling research conducted each year makes it difficult for stakeholders to keep abreast of, and respond to, important new findings. This presentation presents results from a scoping review of gambling research published globally from 1 January 2020 to 7 September 2021. It discusses where the balance of research has been conducted, key findings to emerge from the research and their implications for future research and policy and practice. The review conducted seven systematic searches to identify published research and grey literature in relation to six a-priori research themes:

- Measuring and understanding gambling prevalence and harm (74 documents);
- Individual and community level prevention and early intervention (19 documents);
- Efficacy and effectiveness of treatments (46 documents);
- Emerging technologies and new trends (46 documents) ;
- Gambling among vulnerable groups (72 documents); and,
- Gambling industry products, practices, environments and regulation (62 documents).
-

The results of the review suggested that the body of research is consolidating in some areas providing evidence to support action. Evidence gaps remain in other areas and there is a need for outcome studies and implementation and evaluation research to test evidence-informed interventions.

The review was funded by NSW Responsible Gambling Fund and view expressed are those of the authors and not NSW Government.

Biography of presenter

Dr Anna Thomas has over 20 years' experience as a gambling researcher with expertise in conducting policy-relevant research. She is passionate about translating research evidence to inform policy and practice change. Dr Thomas is a Research Fellow at Deakin University and is Principal and Founder of Anna Thomas Consulting.

Session: Friday 1100 – 1300: Concurrent Session 5C

Title: Minimising harm in our patch (One Family of Clubs Thinks Holistically About Gambling Harm Minimisation)

Author: Marty Thompson

Abstract

With pressure building on the gambling industry (Crown investigations, NSW Govt draft gambling harm minimisation bill, high profile Club regulation breaches) one group of registered clubs is making attempts to develop an all-of-club approach to holistic gambling harm minimisation. Twin Towns Clubs & Resorts is seeking to expand its understanding and practise in this area from a purely regulatory approach to one that creatively encompasses all of its many and varied activities.

Twin Towns is seeking to design an all-inclusive harm minimisation model that is based on standard mental health promotion stages (prevention, intervention, recovery), acknowledges the complex stages of gambling disorder treatment (regulation, education, connection, identification, treatment, support, rebuilding and re-integration) and shapes proactive initiatives within all aspects of club life that seek to protect its members, visitors and staff (see attached image).

Also undergirding their development of this model is the overarching theme, introduced by Johan Hari, that “the opposite of addiction is connection”. Twin Towns would love to share with the conference stories of some of its recent attempts at creating a variety of connection points to build community amongst those vulnerable to harm. Whilst much of this presentation would consist of content that is both anecdotal and exploratory by nature, Twin Towns would like to humbly present these ideas for discussion, analysis and feedback from other stakeholders in the gambling domain.

Biography of Presenter

Marty Thompson has qualifications in Architecture, Theology and Social Sciences. He spent 20 years working in faith-based Youth Work before becoming Club Chaplain at Twin Towns Clubs & Resorts. After moving on from Twin Towns to be the Team Leader for the Salvation Army Club Chaplaincy program, he has now returned to Twin Towns as Staff & Customer Care Ambassador. His role includes not only general support of staff, members and visitors, but assistance to the club in developing its gambling harm minimisation and host responsibility obligations. He is married, has two adult children, and enjoys riding his electric scooter to work along the Southern Gold Coast beaches.

Session: Thursday 1530 – 1700: Concurrent Session 4B**Title:** Working with an undeserved community**Author:** Hung Ton**Abstract**

The Vietnamese community in Toronto, Ontario Canada is a minority group that comprises less than 1% of the population. They have been in Canada since 1970's and are considered a long-term and established residential group that is not prioritised for funding. As 2020 to 2022, they have zero financial support for addressing problem gambling problems amongst *youths, families* and seniors in this community. The gambling industry have been targeting Vietnamese community as one of their major clientele groups. While the casinos are running expensive variety shows, an outreach worker is running back and forth to talk to a group of 10 or 15 persons in ESL or Tai-Chi class held in a basement of an old community centre. Five dollar vouchers for those who attend the problem gambling awareness session are no comparison with the two hundred dollar free tickets for *young people* to attend the show in casinos (where they can meet their music idols) then exit to the gambling area after the shows end. There is only one problem gambling counsellor (Hung Ton) who speaks Vietnamese language in the Ontario province and in Canada at large amidst the 70 casinos in Ontario or more than 200 licensed gambling facilities in Canada. He has been lonely in all un-equal "battles" for the last 25 years. He is still fighting over there with or without funding support to the program.

Presenter Biography

Hung Ton received training in Problem Gambling Counselling from University of Windsor. He is currently the only Vietnamese speaking Certified Gambling Counsellor in Canada. Hung began addressing problem gambling with Vietnamese community in Toronto since 1998 as the volunteer and sub-contract to Vietnamese community groups. In the topic of problem gambling and during the last almost 25 years, he was invited as a guest speaker in many Vietnamese language television programs in Canada, or on VOA and BBC. Hung has received numerous awards from all kind of government levels for his tirelessly community services. One of the most recognition was the Diamond Jubilee Medal from the Queen Elizabeth II. He is also the active member of PEN Canada and gave speeches at many PEN International Congresses from North America to Europe and Asia.

Session: Thursday 1100 – 1230: Concurrent Session 2B

Title: Customer experience with automated games: Influence on customer engagement and loyalty in land-based casinos

Authors: Jovanie Tuguinay, Catherine Prentice, and Brent Moyle

Abstract

While gambling has been associated with financial motivations among gambling customers, gambling experiences, in particular, is viewed as a recreational activity and entertainment motivation among recreational gamblers. Therefore, improving and creating memorable casino experiences gained attention from casino marketers. Innovative and automated casino games present new experiences for casino visitors; however, little research has attempted to understand experiences with such casino games affect casino visitors' relationship with casinos within the marketing and consumer research domain. Drawing from experiential marketing theory, a quantitative study focused on Australian land-based casinos examines the relationship between casino customers' experience with automated games and their engagement and loyalty responses to casinos. Social interaction as a proxy of visiting motivation is modelled as a moderator in the relationship. The results show that customer experience with some features of automated games such as sensory, user friendliness and efficiency, had a positive and significant impact on customer engagement with the casino, which led to positive loyalty. Automated game experience also indirectly affected customer loyalty behaviours, such as word-of-mouth and visiting frequency, while it also shows that automated games do not significantly affect gambling expenditure. Social interaction exhibited a significant moderating effect on the relationship between customer engagement and visiting frequency. This study also highlights that new casino games offer diversified game options and create different customer experiences, while casinos can provide offerings that initiate more social activities and opportunities.

Biography of presenter

Jovanie is a PhD in marketing candidate at Griffith Business School, Griffith University. Before her PhD, she worked in hospitality services and the casino industry. Her research interest includes casino marketing, casino tourism, market positioning, and keen to learn more about casino's role to consumers, tourists, residents and local communities.

Session: Friday 1100 – 1300: Concurrent Session 5A

Title: Implementing Principles of Early Intervention and Prevention into the Delivery of Gambling Support and Treatment Services in NSW.

Author: Natalie Wright

Abstract

In 2021, the NSW Office of Responsible Gambling commenced the GambleAware support and treatment model, following a major reform process which has involved the establishment of ten GambleAware providers across NSW, the development of a digital platform and a range of additional service offerings.

The GambleAware model encompasses a client-centred approach to support and treatment and increases the options for mode and treatment type for clients, depending on their needs and preferences. The COVID-19 pandemic has accelerated the shift in the preference of people experiencing gambling harm across NSW, particularly with an increase in telephone and online treatment and support requests. These digital modes have been embraced by clients, with a shift from face-to-face support, not only due to COVID-19, but also due to the flexibility and accessibility it provides.

In addition, pivotal to the GambleAware model implementation, was the shift of service providers to encompass an early intervention and increased prevention approach to the service delivery of treatment and support services. Identifying and supporting people early in their support journey by equipping local community stakeholders and organisations with the education and awareness of gambling harm and harm prevention approaches is critical to early intervention. This is supported digital self-help tools, the introduction of state-wide peer support, and a client guide option that will provide non-clinical support to people experiencing gambling harm, who are not ready for therapeutic support.

Biography of presenter

Natalie Wright is currently the Director, Office of Responsible Gambling, in the Department of Customer Service, New South Wales Government. Natalie has worked in the responsible gambling field since 2016 and has extensive experience in communications, media and marketing. She has broad senior executive experience in a range of public sector agencies in portfolios covering infrastructure, major events and tourism as well as food, liquor and gaming regulation. Natalie holds a Bachelor of Arts (Communications) and is a graduate of the Australian Institute of Company Directors.